

Child and Youth Safeguarding Policy

1 Introduction

With this Child and Youth Safeguarding Policy, Südwind commits to comply with national and international standards on child and youth protection in order to reduce the risk of violence for children and young people.

Südwind is committed to safeguarding all children and youth, irrespective of ability, ethnicity, faith, gender, sexuality and culture. Furthermore, Südwind recognises that types of risk may vary according to the child/youth and that the means of addressing risks may also vary.

The International Child Safeguarding Standards as well as other relevant legal frameworks have been incorporated conscientiously (see 2.4. Principles and legal frameworks) – especially considering four relevant areas: **Policy, People, Procedures, Accountability**.

Südwind conducted a risk analysis in autumn 2023. The conclusions and findings were integrated in this policy. The main output was the definition and elaboration of the three main areas in which Südwind as an organisation works with children and young people:

Area 1: Workshops/Class-Room-Settings

Area 2: Youth Work and Youth Travel

Area 3: Activists and Events

Moreover, the risk analysis has stimulated processes within the organisation; e.g., Südwind's knowledge management tool (WIKI) now contains specific information for the areas in which Südwind works with children and young people, with links to server filing folders with notes, tips, case descriptions and other useful information.

A **Code of Conduct** was elaborated (see Annex 1). This is an additional document to the Code of Conduct on Images and Messages which also applies to the use of images and messages of children and youth. The Code of Conduct acts as a contractual component in employment relationships as well as in the awarding of contracts for works and services and for civil servants and voluntary environmental interns.

Südwind created a **contact list** (see Annex 2) with external referral and child protection systems. Südwind's Child and Youth Safeguarding Officers (see Article 8) are in charge of maintaining this list.

2 Scope and Principles

2.1 Scope:

This Child and Youth Safeguarding Policy (hereafter referred to as policy) applies to any person employed by, volunteering for, or partnering with Südwind and working with children or youth.

2.2 Definition of children and youth under this policy:

Following the United Nations Convention on the Rights of the Child (UNCRC), under this policy a 'child' means every human being below the age of eighteen years unless under the law applicable to the child, majority is attained earlier. Following the Austrian Federal Youth Representation Act (Bundes-Jugendvertretungsgesetz) and the Federal Youth Support Act (Bundes-Jugendförderungsgesetz), under this policy 'youth' means all young people from the age of 18 onward up to the age of 30. Within the individual measures and regulations it is clearly recognisable whether there should be different handling for 'child' or 'youth'.

2.3 This policy applies to all forms of violence:

Physical violence: Physical violence is the intentional use of physical coercion to the detriment of the child, regardless of the intensity of the coercion. Physical violence includes all forms of abuse – from hitting, shaking (babies and small children), pushing, kicking, boxing, throwing objects, pulling hair, beating with fists or objects, hitting head against wall, burning (with cigarettes), attacks with weapons etc. up to attempted murder or murder.

Psychological or emotional violence: Psychological or emotional violence include all forms of abuse involving psychological or emotional pressure. Psychological or emotional violence includes restricting a child's movements, denigration, ridicule, threats and intimidation, discrimination, rejection and other non-physical forms of hostile treatment.

Sexual violence: Sexual violence are all sexual acts that are forced or imposed on a child or youth. Sexual violence includes non-consensual completed or attempted sexual contact; non-consensual acts of a sexual nature not involving contact (such as voyeurism or sexual harassment); acts of sexual trafficking committed against someone who is unable to consent or refuse; and online exploitation.

Neglect: Neglect defines as withholding services to meet needs of children and youth (physical, psychological, emotional, social) even though the opportunity to do so exists.

Institutional violence: Institutional violence is any form of violence conducted by a person of authority in an institutional setting.

Structural violence: Structural violence does not start from an acting subject, but is built into the social system. It manifests itself in unequal power relations and consequently unequal life chances for women and men, young and old people, people with different cultural backgrounds or ways of life.

Economic violence: Economic violence can affect children and youth directly when they are deprived of money they are entitled to or when their belongings are taken away and/or sold. For children and youth, it is very often a form of co-experienced violence (e.g., the financial control of the other parent on the individual level or e.g., the professional discrimination of women at the societal level).

Commercial exploitation: defines as using a child in work or other activities for the benefit of others and to the detriment of the child's physical or mental health, education, moral or social emotional development. It includes, but is not limited to, child labour.

Violence in digital space: Digital violence is any violation of a person's physical, psychological or sexual integrity by digital means. It includes threats, insults, exposing or incitement against individuals or entire groups of people in the digital space.

2.4 Principles and legal framework:

This policy is set up by a set of principles derived from the United Nations Convention on the Rights of the Child, the European Convention on Human Rights, the Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse, the Comment No. 13 (2011) of the UN Committee on the Rights of the Child, the Keeping Children Safe Child Safeguarding Standards¹, the European Convention on Human Rights, as well as all relevant Austrian laws². It includes the following principles:

- No violence against children and youth is justifiable;
- Children and youth have the absolute right to human dignity and physical and psychological integrity;
- Children and youth shall be seen as rights-bearing individuals rather than perceiving them primarily as “victims”;
- The concept of dignity requires that every child / youth is recognized, respected and protected as a rights-holder and as a unique and valuable human being with an individual personality, distinct needs, interests and privacy;
- The rights of children and youth to be heard and to have their views given due weight must be respected. Children and youth are involved in decision-making processes in Südwind activities in which they play a significant role (e.g., as target group and participants);
- The empowerment and participation of children and youth should be central to child caregiving and protection strategies and programmes;
- The right of children and youth to have their best interests be a primary consideration in all matters involving or affecting them must be respected;
- All children and youth have equal rights to protection from harm;
- Everybody has a responsibility to support the protection of children and youth;
- Special attention has to be paid to those groups that have an increased risk of violence (children and youth with disabilities, LGBTIQ+ children and youth, socially disadvantaged groups, people on the run, etc.);

¹ See: <https://www.keepingchildrensafe.global/international-child-safeguarding-standards/>

² such as: the Federal Constitutional Law on the Rights of Children (Bundesverfassungsgesetz über die Rechte von Kindern), Austrian Family Law (österreichisches Familienrecht), federal and regional laws on Child and Youth Welfare (Kinder- und Jugendhilferecht des Bundes und der Bundesländer), the Austrian laws on the Protection against Violence (Gewaltschutzgesetze) of 1997 and 2009 and the Austrian Criminal Code (Strafgesetzbuch).

3 Code of Conduct and behaviour protocols

Südwind cares for appropriate behaviour of staff, volunteers, consultants and partners towards children and youth. It encourages behaving in a spirit of transparency and common sense, with the best interests of the child or youth as the primary consideration.

A Code of Conduct can be found in Annex 1. It is an integral part of this policy. All Südwind staff members, contractors, interns and civil servants who directly work with children and/or youth have to sign the Code of Conduct.

The following behaviour protocols apply:

- Always act in the best interest of children and youth and commit all actions to safeguarding children and youth;
- Always act in respect of children and youth, respecting their psychophysical well-being, their fundamental rights, including the right to participation and expression;
- Involve children and youth in a manner appropriate to their age and maturity where it affects their interests or their everyday lives;
- Refrain from acts or attitudes that could put a child and youth in difficulty or in danger;
- Refrain from having behaviours that are a negative example for children and youth;
- Refrain from any sexual activity with children;
- Refrain from humiliating, belittling, or putting the child or youth in a situation of feeling ashamed;
- Abstain from any form of violence, abuse, abandonment and exploitation against children and youth, including avoiding inadequate language;
- Refrain from any kind of discrimination against children and youth which is unjustified and/or based on race, colour, sex, language, religion, political opinion of children and youth themselves or their parents or guardians;
- Refrain from tolerating or sharing behaviour of children and youth considered illegal, abusive or that put at risk their safety;

4 Staff Recruitment

Südwind is committed to safe recruitment, selection, and screening practices to ensure that the organization does not employ or retain persons who pose a risk to children and youth. All Südwind staff, short-term contractors, interns and civil servants will be informed of this policy during the recruitment process.

Staff, short-term contractors and interns working with children and youth at Südwind are recruited to clear job descriptions in the job advertisements or work contract that include a statement on the position's responsibilities to meet the requirements of Südwind's Child and Youth Safeguarding Policy.

All interviews with new staff, short-term contractors and interns for projects working with children or youth include a discussion on child and youth safeguarding and Südwind's commitment to child and youth protection.

Contract offers for those who will directly work with children and youth are decided based on the following factors:

- proof of relevant qualifications
- suitable references including documentation to confirm their identity
- potential background checks (vetting, e.g., including extended criminal record certificates) upon candidate's consent and strictly following national Austrian law.

5 Training

Südwind ensures that all staff working with children and youth have basic knowledge about child and youth protection, safeguarding, violence prevention and non-violent behaviour. Südwind shall offer trainings on Südwind's Child and Youth Safeguarding Policy as well as children and youth safeguarding in general.

All Südwind staff working directly with children and youth have to participate regularly (at least every three years) in trainings on child and youth protection to reflect on safeguarding issues in their daily work and on difficulties encountered. Südwind's Working Group On Youth (AG Jugend) as well as the annual 'Workshop-Trainer-Course' (Referent:innen-Schulung) can be used as platforms for regular trainings, refreshers and reflection sessions. The Intersectionality Working Group (AG:ID) is dedicated to the critical examination and reflection of one's own attitude and the inherent blindness to any discriminatory behaviour. They contribute knowledge to the organisation and receive external advice and training on important topics.

For all other Südwind staff there will be once a year a refresher on child and youth protection and safeguarding within the online Nationwide Office Meeting (bundesweite Büroversammlung) or within the annual Nationwide Team Days (Teamtage).

6 Data protection

All general data protection regulation (GDPR) standards must be followed for any form of data processing, photos, videos, audio recordings and personal information about children and youth.

Children and youth must be informed in a comprehensible manner about how the information or the picture / film / audio material etc. will be used. **If the young person is under 14 years of age, the consent of the guardian is mandatory.** For children and youth over 14 years of age, the written consent of the young person her:himself is sufficient.

Signature Lists: As Südwind is a project-funded NGO, certain basic principles must be followed when reporting to donors. Participant lists and signed confirmations are standard requirements. Some funding organizations only release funds based on signatures on such

participation confirmation lists. However, this process involves the collection and recording of personal data from children and youth.

To address this, the following regulation will come into force:

- **Area 1:** A confirmation from the teacher is sufficient. If a funding organization explicitly requires individual participant lists (Note: the lead organization can request this, and in such cases, it does not violate Südwind's internal policy—e.g., CERV), the lists may be provided, but they will only include the following details: **first name, age, country, gender (female/male/non-binary), and signature.**
- **Area 2:** In extracurricular youth work, **anonymity** is a key working principle. Therefore, individual participant lists should be avoided whenever possible. However, if absolutely required by the funding program, a **restricted** participant list may be used (according to donor requirements).
- **Area 3:** In this work area, **conventional** participant lists are used.

7 Communication Guidelines

DO NO HARM is Südwind's guiding principle for media and communications work. The welfare of the child and youth is paramount and outweighs all other considerations, including the potential for a strong media or fundraising story.

Despite the lack of an official duty of supervision, the organization commits to ensuring protective measures against abuse, power imbalances, and discrimination.

Südwind has a Code of Conduct on Images and Messages which regulates the use of images and messages and which complements this child and youth safeguarding policy.³

7.1 General Scope

Since “Area 1: Workshops/Class-Room-Settings” involves minors under the age of 18 and the interactions are usually very short-term (2 teaching units per workshop), social media contact of any kind in this area is virtually non-existent. **The regulations outlined below therefore apply specifically to “Area 2: Youth Work and Youth Travel” and “Area 3: Activists and Events”.**

7.2 General Guidelines

- ✓ **Awareness of Social Media Impact:** Employees should be aware of the effects of their own social media behavior (keyword: digital footprint).
- ✓ **Maintaining Professional Boundaries:**
 - Clear separation between personal and professional interactions with children and youth.
 - No private favoritism of individual participants.
 - Intimate relationships in hierarchical or dependent contexts are strictly prohibited.

³ See: www.suedwind.at/wp-content/uploads/2024/06/SW_Code_of_Conduct_on_Images_and_Messages_EN_signed.pdf

- Training sessions for employees on power dynamics and safeguarding measures.
- ✓ **Child Welfare Compliance:** Any contact must prioritize child protection and avoid potential risks. The organization is committed to creating a safe environment for children and youth, even in the absence of official supervisory responsibilities.
- ✓ **Avoiding Private Chats:** Private conversations via social media or messaging services (e.g., WhatsApp, Signal) are prohibited or restricted to official, monitored channels.
- ✓ **Transparency:** Communication should take place through official, documented channels (e.g., email, school platforms). Rules should be clearly communicated to all parties involved, including parents or guardians if necessary.
- ✓ **No Official Supervision Duty:** Südwind does not hold an official supervisory role in its work with children and youth. All activities take place within a framework that includes a responsible adult.
- ✓ **Project Applications & Safeguarding Policies:** At the application stage, the lead or submitting organization must be informed about the Südwind Child and Youth Safeguarding Policy.
- ✓ **Travel Restrictions & Supervision Requirements:**
 - ✓ **Youth Travel Only:** Based on previous experiences, travel should only involve young people (aged 18 and above) and not children. While exceptions in project applications (e.g., youth aged 15–30) may be unavoidable, internal policies and annexes should regulate such cases.
 - ✓ **Supervision Requirement:** If minors do participate in travel, a responsible adult must accompany them—regardless of whether the travel occurs domestically or internationally.
 - ✓ **Travel in Pairs:** Employees should not travel alone with children or youth. This is particularly important when traveling to locations where Südwind has no local host (e.g., Brussels). Project budgets should be planned accordingly to allow for at least two responsible adults to travel.
- ✓ **Psychosocial Protection:** Reflection discussions after intensive projects or emotionally demanding topics. Training employees in emotional safety, trauma sensitivity, and self-care.
- ✓ **Complaint Systems & Protection from Power Abuse:** Low-threshold, anonymous complaint system for participants (e.g., designated contact persons, digital reporting forms).
- ✓ **Proactive education** about complaint mechanisms.
- ✓ **Implementation Measures:**
 - Mandatory training for employees and volunteers on these guidelines.
 - Policy review and updates every three years based on feedback and new insights.
 - Transparent publication of policies and annual communication of safeguarding measures to all stakeholders.
- ✓ **Consequences for Violations:**
 - Violations result in a clarifying discussion with the designated focal point and, if necessary, a formal warning.
 - Repeated violations may lead to dismissal from the organization.
- ✓ **Complaint Mechanism**
 - As outlined in this policy, any violations, inappropriate behavior, concerns, or suspected cases should be reported to the designated Focal Point – the Child and Youth Safeguarding Officers.

- Contact: safespace@suedwind.at (accessible only by the safeguarding officers).
- If the complaint involves one of these officers or the managing director, the Südwind board (Bundesvorstand) must be informed.
- The detailed reporting process is outlined in Section 10: Reporting Procedures & Case Management of the Südwind Child and Youth Safeguarding Policy.

7.3 Social Media „Friendship“ Rules

- ✓ **Use of Official Channels Only:**
 - All social media interactions should take place via institutional, non-personal accounts.
 - Communication should occur in closed, moderated groups (e.g., private Facebook groups, WhatsApp info groups).
- ✓ **No Personal Contact via Private Profiles:**
 - Employees may not accept or send friend requests to children (under 18).
 - For young adults (18–30), an extended professional distance should be maintained.
- ✓ **Cooling-off period:** Former participants may only request private connections six months after project completion.
- ✓ **Prohibition of Private Social Media Connections:** Employees must not add children or youth on social media platforms or communicate with them via personal accounts.
- ✓ **Direct messages are prohibited**, except in documented exceptional cases (e.g., urgent project communication).
- ✓ **Professional Use of Institutional Social Media Accounts:**
 - Employees may interact with participants through official social media accounts but may not engage in private chats.
 - Project-related inquiries should be addressed through public comments or official email addresses.

7.4 WhatsApp/Signal Usage Rules in Communication with Children & Youth

- ✓ WhatsApp/Signal may **only** be used for the coordination of projects, events, or youth travel in **closed groups** with at least two responsible Südwind administrators.
- ✓ Closed groups must be **invitation-only** and **strictly controlled** by administrators. Invitation links must not be shared indiscriminately.
- ✓ **Private direct messages between individuals should be avoided.**
 - In emergencies (e.g., urgent safety issues), direct messages may be used but must be documented and reported to a second responsible person.
- ✓ Administrators should ideally be independent of each other (e.g., one teacher and one project manager).
- ✓ Communication should occur **through a designated point of contact** (e.g., teachers, youth workers).
- ✓ **Group chats serve organizational purposes only** and must be deleted immediately after the event or trip.
- ✓ Private or professional use of the group or individual contacts beyond the designated project period is not permitted. But **for information purposes youth can subscribe to a Südwind WhatsApp/Signal-Channel beyond the duration of the project**, provided that data protection and supervision responsibilities continue to be upheld.

- ✓ Groups should be operated in **one-way communication mode** where only responsible employees can send messages. Discussions and personal topics should take place in separate channels.
- ✓ **Sensitive or personal data** must not be exchanged via WhatsApp/Signal but communicated via email.
- ✓ Participants (or their legal guardians if minors) must be informed in advance about the use and **temporary** existence of these groups.

8 Child and Youth Safeguarding Officers and Focal Point

Südwind appointed two qualified and experienced employees as Child and Youth Safeguarding Officers. In the context of Südwind's organisational work, it makes sense to define two persons. These are the heads of the two largest areas in which Südwind works with children and young people (Area 1 and Area 2 – see page 1). They are trusted, long-standing employees who have experience in the areas and bear so-called 'specialist responsibility' for project implementation and activities. They can also deputise for each other.

Their responsibilities include:

- Acting as contact person in cases of suspicion, complaint or any concerns about child and youth welfare
- Accompanying and supporting the implementation of this policy
- Supporting the training and reflections on child and youth safeguarding
- Supporting the monitoring process
- Supporting the revision of this policy every three years

The Managing Director is supporting the Child and Youth Safeguarding Officers with cases of suspicion or complaint.

9 Complaint Mechanism

Südwind is committed to investigate all allegations and to take appropriate steps to protect children or youth from any harm.

Any concerns or complaints can be sent by e-mail to safespace@suedwind.at. The Child and Youth Safeguarding Officers will examine any case with due diligence.

10 Reporting Procedures & Case Management

Südwind has defined general procedures for reporting and management of a suspected mistreatment, abuse or exploitation of vulnerable children and youth. Should a suspected case become known, the following principles will be applied:

1. Report of the case to Südwind's Child and Youth Safeguarding Officers
2. Examination and clarification of the case by the Child and Youth Safeguarding Officers

The reporting procedure includes two key values:

- **Confidentiality:** A high degree of confidentiality regarding the name of the person who made the report, the subject of the report and the identity of the accused person shall be guaranteed.

- Loyalty: the accused person who is part of the staff, interns and members of the Südwind board will find support from the organisation in its maximum capacity and possibility.

Südwind's Child and Youth Safeguarding Officers, once they received an alert, will start the investigation procedure to assess that the alleged abuse occurred and will take any appropriate measures in consultation with the Managing Director. If the alleged person is the managing director, the Child and Youth Safeguarding Officers will inform the Board President.

The procedural actions include, but are not limited to:

- Collect information and documentation on the incident;
- Carry out an internal investigation (including interviews with witnesses);
- Temporarily suspend the person being reported from his/her activities, if related to the projects with children, youth and vulnerable adults, during the course of the investigation;
- Inform the person concerned of the complaints made against him/her;
- Give the suspect the opportunity to present his/her version of the events in question, before any determination of guilt or innocence is reached;
- Ensure that the victim receives protection and psychological and socio-economic support;
- Ensure that those who made the report are informed about the progress of the activated procedure;
- Where there is a hypothesis of a crime, report the incident to the competent authority;
- The same process will be performed in the event that a Südwind staff member detects in the work context (e.g., workshop, youth mobility etc.) a potential case of exploitation, abuse or harassment of children and youth performed by an external person.

Procedure protocol	
Concern arises or complaint is made (important: A kind of 'reminder log' should be created in writing)	
Concern or complaint is passed on to Südwind's Child and Youth Safeguarding Officers	
Assessment of the situation by Südwind's Safeguarding Officers	
Internal case	External case
The suspected case concerns a Südwind employee or persons who have gained access to children/youth through an	The suspicion concerns external persons (from other organisations, youth centres, institutions such as schools, from relatives

assignment for Südwind, such as external experts, consultants, volunteers etc.	or friends etc.) who are outside Südwind's direct competence or responsibility.
<p>Südwind's Child and Youth Safeguarding Officers inform the managing director.</p> <p>If the alleged person is the managing director or his:her deputy, the Child and Youth Safeguarding Officers inform the board (den Bundesvorstands-Vorsitzenden).</p>	Südwind's Child and Youth Safeguarding Officers inform the managing director.
The concerned employee is immediately withdrawn from direct work with children and youth or the contract is suspended (in case of people contracted through a service contract).	<p>Südwind's Child and Youth Safeguarding Officers inform responsible people in the concerned external organisation / institution etc. such as protection officers or the management.</p> <p>If considered necessary, the Safeguarding Officers contact the responsible child and youth services or a child protection centre.</p>
Südwind's Safeguarding Officers investigate the incident, talks to all involved parties, collects evidence.	Südwind's Safeguarding Officers stay in contact with the organisation / institution and follows up the incident until the suspicion has been clarified.
<p>Suspicious confirmed and violation of criminal law:</p> <ul style="list-style-type: none"> • Ensure help for the child or youth • Referral of the case to competent authorities (e.g., child protection centres) • Report the case to the police and/or to the child and youth welfare services • Consequences under labour law up to termination of the employment 	
<p>Suspicious confirmed, violation of Südwind's Child and Youth Safeguarding Policy but no infringement of criminal law:</p> <ul style="list-style-type: none"> • Talk with the employee and his:her disciplinary superior • Determination and discussion of consequences 	
<p>Suspicious invalidated:</p> <ul style="list-style-type: none"> • Südwind's Child and Youth Safeguarding Officers talk with all involved persons in order to close the case. 	

11 Monitoring and Evaluation

Südwind's Child and Youth Safeguarding Officers are responsible to document all reported cases and how they are dealt with. The server location of this documentation is only accessible to the Child and Youth Safeguarding Officers.

All hires and contract workers are carried out by disciplinary superiors. They are therefore responsible for ensuring that this policy is made available and that the Code of Conduct is signed and stored with the employee file (HR). As part of the onboarding process, the policy and the Code of Conduct is also included in the PMO's check-lists accordingly.

Additionally, the Child and Youth Safeguarding Officer reports annually to Südwind's Steering Group about child and youth safeguarding within the organisation and the implementation of this policy.

This Child and Youth Safeguarding Policy is being placed once a year on the agenda of one meeting of the Working Group On Youth (AG Jugend) and one time a year within the structures (either Departmental Meetings/Bereichstreffen or Nationwide Team Days/Teamtage as well as within the Workshop-Trainer-Course/Referent:innen-Schulung).

12 Revision process

This policy will be reviewed every three years. The process will be stipulated by the Child and Youth Safeguarding Officers but executed by a different and changing working group.

13 Publication and Dissemination

This policy is publicly available online under <https://www.suedwind.at/policies/>.

Südwind will inform all employees, volunteers and its cooperation partners about this policy.

The Child and Youth Safeguarding Policy is a fundamental part of Südwind work and is provided to all new employees upon hiring – either as a document or as a link to the corresponding webpage.

For all employees in the education sector, as well as all other employees, board members, volunteers, partners and contractual partners who have access to children's data or who get into direct contact with children and youth through their engagement with Südwind, signing the Code of Conduct (CoC) is mandatory. For all Südwind employees, the signed document is stored in the employee's personnel file within the HR department. Civil servants are also required to sign the document.

In workshops, reference to the policy is made – such as in the confirmation email with a link to the webpage.

For youth travel, the policy is not only shared with all participants but also communicated to project partners.

During press trips, media representatives receive the Code of Conduct for Image Publications (CoC-Bilder). The first page of the document includes a specific note on compliance with children's rights, as outlined in the UN Convention on the Rights of the Child.

Annex 1: Code of Conduct

Annex 2: Contact List

Vienna, 23. 04. 2025



Konrad Rehling
Managing Director

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Annex 1: Code of Conduct

The following Code of Conduct must be observed consistently and without exception for the protection and wellbeing of children and youth. This Code of Conduct applies to all Südwind employees, volunteers, partners and contractual partners as well as board members who have access to children's data or who get into direct contact with children and youth through their engagement with Südwind. The dignity and safety of children and youth are paramount for Südwind.

All people mentioned above commit themselves to always:

- behave respectfully and non-violently towards children in their communication and actions. This also applies if children behave inappropriately.
- ensure that any contact with children is appropriate to the local and cultural context.
- take the opinions and concerns of children and youth seriously.
- to allow children and youth to participate in decision-making.
- observe the "two-adult principle". This means, always ensure that a second adult is always present or within sight whenever there is direct contact with children.
- go on trips with children and youth with a second accompanying person as Südwind does not assume the duty of supervision at any time.
- to respect the human dignity and the need for protection of all persons, especially children and youth, when photographing, filming or reporting for public relations purposes. Written authorisation (from legal guardians if minors or youth under 14 years) must be obtained for Südwind's use of photo, video and audio material.
- report concerns or violations of Südwind's Child and Youth Safeguarding Policy and contribute to the clarification of any cases to the Child and Youth Safeguarding Officers.

All people mentioned above commit themselves to never:

- threaten, discriminate or intimidate children and youth.
- sexually, physically or emotionally abuse or exploit a child or youth.
- abuse the power over the life and welfare of a child or youth.
- hit children and youth or use any means of corporal punishment.
- touch, hug, kiss children and youth in an inappropriate manner.
- invite unaccompanied children to one's own home.
- have sexual relations with children under the age of 18.
- use inappropriate or derogatory language when talking with children and youth. This includes using words that cause shame or humiliation or that belittle and degrade.
- spend unnecessary time alone with a child or youth.
- accept, participate in or support illegal, dangerous or abusive behaviour towards children and youth.
- ask children or youth for a service or favour that is abusive or exploitative.
- possess or consume child pornographic material within the meaning of the Austrian Criminal Code.

Date, Signature
Managing Director

Date, Signature
Employee/Contractor

Annex: Contact List

Hotlines and Emergency Numbers

- **147** Rat auf Draht – Österreichs Notruf für Kinder, Jugendliche (bis 23 Jahre) und deren Bezugspersonen (0–24 Uhr);
Web: www.rataufdraht.at
- Telefonseelsorge **142** (0–24 Uhr, Beratung)
- Notrufberatung für vergewaltigte Frauen und Mädchen
Telefon: **+43 1 523 22 22**
Web: www.frauenberatung.at
- 24-Stunden Frauennotruf der Stadt Wien
Telefon: **+43 1 71 71 9**
- Frauen beraten Frauen – Frauenspezifische psychosoziale und rechtliche Beratung zu allen Themen des weiblichen Lebenszusammenhangs
Telefon: **+43 1 5876750**
Web: www.frauenberatenfrauen.at
- Frauenhelpline
0800 222 555
- Männerinfo Krisenhelpline
0800 400 777
- Männernotruf
0800 246 247
- Ofernotruf
0800 112 112
- Notruf für vermisste Kinder
116 000
Europaweite Anlaufstelle für Bezugspersonen, Kinder und Jugendliche
- Polizei
133
Für gehörlose Frauen und Mädchen: SMS an 0800 133 133

Websites/Platforms

- **Plattform Intersex Österreich**
E-Mail: info@plattform-intersex.at
Web: www.plattform-intersex.at und www.vimoe.at
- **Anlaufstellen bei den Landesregierungen**
<https://www.bundestkanzleramt.gv.at/agenda/familie/begleitung-beratung-hilfe/kinder-und-jugendhilfe/traeger-kinder-jugendhilfe.html>
- **Frauenhelpline Relay-Service (für gehörlose Frauen und Mädchen)**
<https://www.relayservice.at/ueber-uns/>
- **Gewalt ist nie ok!** – Beratung bei Gewalt in der Familie
<https://gewalt-ist-nie-ok.at/de>
- **Halt der Gewalt** – Helpchat des Vereines Autonome Österreichische Ferienhäuser
<https://www.haltdergewalt.at/>
- **Frauenhelpline gegen Gewalt** – Information und Beratung
<https://www.frauenhelpline.at/>
- **Männerinfo** – Beratung bei Gewalt in der Familie
<https://www.maennerinfo.at/>
- **Männernotruf** – Beratung bei Gewalt in der Familie
<https://maennernotruf.at/>
- **Opfernotruf** – Informationen und Beratung für Opfer von Gewalt
<https://www.opfer-notruf.at/>
- **Die Möwe – Onlineberatung**
Für Kinder und Jugendliche, anonym und vertraulich
<https://www.die-moewe.at/>
- **Weisser Ring**
Verbrechensopferhilfe
<https://www.weisser-ring.at/>

Burgenland

- RETTET DAS KIND
Kinderschutzzentrum Eisenstadt
Unterbergstraße 20, 7000 Eisenstadt
T: 02682 / 64 214
E: kinderschutzzentrum@rettet-das-kind-bgld.at
- RETTET DAS KIND
Kinderschutzzentrum Außenstelle Mattersburg
Wiener Straße 15, 7210 Mattersburg
T: 0664/78015080
E: kisz.ma@rettet-das-kind-bgld.at
- RETTET DAS KIND
Sozialpädagogische Wohngemeinschaft für Kinder und Jugendliche, Rosenhof
Spitalgasse 1, 7091 Breitenbrunn
T: 0664/846 55 13
E: wg.breitenbrunn@rettet-das-kind-bgld.at
- RETTET DAS KIND
Außenwohngruppe Frauenkirchen der sozialpädagogischen WG Rosenhof
Mühlteich 4-6/6, 7132 Frauenkirchen
T: 0664 848 14 71
E: awg.frauenkirchen@rettet-das-kind-bgld.at
- **Kinderfreunde Burgenland**
Arenaplatz 5/15, 7210 Mattersburg
+43 664 / 183 14 62
office@bgld.kinderfreunde.at
- **Kija – Kinder- und Jugendanwaltschaft**
Marktgasse 2, 7210 Mattersburg
Mag. Christian REUMANN
christian.reumann@bgld.gv.at
<http://www.burgenland.at/kija>

Niederösterreich

- **NÖ Kinder-und Jugendanwaltschaft**
Wienerstraße 54, 3109 St. Pölten
Telefon: + 02742/90811
E-Mail: post.kija@noel.gv.at
Web: <http://www.kija-noe.at/>
- **die möwe* – Kinderschutzzentrum**
Wienerstraße 34 3100, St. Pölten
Telefon:+ 02743/311111
E-Mail: ksz-stp@die-moewe.at
Web: www.die-moewe.at
- **die möwe – Neunkirchen**
Bahnstraße 12, 2620 Neunkirchen
Tel.: 02635/66 664/0
Email: ksz-nk@die-moewe.at
- **die möwe - Mistelbach**
Gewerbeschulgasse 2/1. Stock, 2130 Mistelbach
Tel.: 02572/20450
Email: ksz-mi@die-moewe.at
- **die möwe - Mödling**
Neusiedler Straße 1, 2340 Mödling
Tel.: 02236/866 100
Email: ksz-moe@die-moewe.at
- **die möwe - St. Pölten**
Rennbahnstraße 24, 3100 St. Pölten
Tel.: 02742/3111110
Email: ksz-stp@die-moewe.at
- **die möwe - Gänserndorf**
Bahnstraße 44/1, 2230 Gänserndorf
Tel.: 02572/20450
Email: ksz-gdf@die-moewe.at

- **Kidsnest Kinderschutzzentrum Amstetten**
Anzengruberstraße 3/1. Stock, 3300 Amstetten
MMag. Margit Pollheimer-Pühringer, MBA
Tel: 07472 65437
E-Mail: kinderschutz-am@kidsnest.at

- **Kidsnest Kinderschutzzentrum Gmünd**
Schremser Straße 4, 3950 Gmünd
Thomas Graf, MSc
Tel: 02852 20435
E-Mail: kinderschutz-gd@kidsnest.at

- **Kidsnest Kinderschutzzentrum Zwettl**
Schulgasse 2/5, 3910 Zwettl
BA Rebecca Haselbacher
Tel: 0664 8304495
E-Mail: kinderschutz-zt@kidsnest.at

- **Kinderfreunde Niederösterreich**
Niederösterreichring 1a, 3100 St. Pölten
+43 2742 2255-500
kind-und-co@noe.kinderfreunde.at

Oberösterreich

- **Zentrale Braunau**
Wertheimerplatz 6, 5282 Braunau am Inn
Tel: +43 7722 85550 -147
Web: info@kischu.at

- **Außenstelle für Ried und Schärding**
Hauptstraße 33, 4770 Andorf
Tel: +43 7722 85550 -147
Web: info@kischu.at

- **Kinderschutzzentrum Linz**
Kommunalstraße 2, 4020 Linz
Tel: +43 732 781 666
E-Mail: kisz@kinderschutz-linz.at

- **Kinderschutzzentrum Linz**
Sprechstelle Freistadt *
Hauptplatz 3, 4240 Freistadt
Tel: +43 732 781 666
E-Mail: kisz@kinderschutz-linz.at

- **Kinderschutzzentrum Linz**
Sprechstelle Rohrbach *
Stadtplatz. 22, 4150 Rohrbach
Tel: +43 732 781 666
E-Mail: kisz@kinderschutz-linz.at

- **Kinderschutzzentrum Tandem**
Dr. Koss Straße 2, 1. Stock (Treppenaufgang rechts), 4600 Wels
Tel: (07242) 67 1 63
E-Mail: team@tandem.or.at

- **Institut BALANCE Gmunden**
Rinnholzplatz 2-3, 4810 Gmunden
Tel: +43 7612 70 739
E-Mail: gmunden@institut-balance.at

- **Institut BALANCE Bad Ischl**
Götzstraße 5, 1. Stock (Panzl-Passage), 4820 Bad Ischl
Tel: +43 6132 28 290
E-Mail: kisz.badischl@institut-balance.at

- **Kinderschutzzentrum IMPULS**
Kinderschutzzentrum/Familienberatung
Salzburger Straße 18/1. Stock, 4840 Vöcklabruck
Tel: 07672/27775
E-Mail: impuls@sozialzentrum.org

- **Kinderschutzzentrum Wigwam Steyr**
Leopold Werndl Straße 46a, 4400 Steyr
Tel: +43 7252 41919 0
E-Mail: office@wigwam.at

- **Kinderschutzzentrum Wigwam Kirchdorf**
Bambergstraße 11, (KEZ), 4560 Kirchdorf
Tel: +43 7582 / 510 73
E-Mail: office@wigwam.at

▪ **Österreichische Kinderfreunde – Landesorganisation Oberösterreich**

Europaplatz 4, 4020 Linz

Tel: +43 732 / 77 30 11

E-Mail: info@kinderfreunde-ooe.at

▪ **Österreichische Kinderfreunde – Region Innviertel**

Stadtplatz 5, 5230 Mattighofen

Tel: 0699/168 86 600 oder 0699/ 168 86 615

E-Mail: innviertel@kinderfreunde.cc

▪ **Österreichische Kinderfreunde – Region Linz-Stadt**

4020 Linz, Zaunmüllerstraße 4

Tel: +43 699 / 16 88 63 00

E-Mail: info@kinderfreunde-linz.at

▪ **Österreichische Kinderfreunde – Region Linz Land**

Bahnhofstraße 21, 4050 Traun

Tel: 0699/16886399

E-Mail: linz.land@kinderfreunde-ooe.at

▪ **Österreichische Kinderfreunde – Region Mühlviertel**

Gewerbestraße 7, 4222 St. Georgen/Gusen

Tel: 07237 / 2465

E-Mail: muehlviertel@kinderfreunde-ooe.at

▪ **Österreichische Kinderfreunde – Region Salzkammergut**

Matzingthalstrasse 21, 4663 Laakirchen

Tel: 07613 / 32434

E-Mail: salzkammergut@kinderfreunde.cc

▪ **Österreichische Kinderfreunde – Region Steyr-Kirchdorf**

Leopold-Werndl-Str. 10, 4400 Steyr

Tel: 05 / 7726 – 1222

E-Mail: steyr-kirchdorf@kinderfreunde.at

▪ **Österreichische Kinderfreunde – Region Wels-Hausruck**

Linzer Straße 126, 4600 Wels

Tel: 07242 / 65144

E-Mail: wels@kinderfreunde-ooe.at

- **Kija Kinder- und Jugendanwaltschaft**
Mag.^a Christine WINKLER-KIRCHBERGER
Energiesstraße 2, 4021 Linz
Tel: [0732/7720-14001](tel:0732772014001)
E-Mail: kija@ooe.gv.at
Web: <http://www.kija-ooe.at/>

Steiermark

- **Kinderschutz-Zentrum Graz und Graz – Umgebung**
Griesplatz 32, 8020 Graz (Eingang über die Jakob-Lorbergasse)0
Tel: 0316/83 19 41
E-Mail: graz@kinderschutz-zentrum.at
- **Kinderschutz-Zentrum Liezen**
Sonnenweg 2, 8940 Liezen
Tel: 03612 / 21002
E-Mail: office.kisz.liezen@stmk.volkshilfe.at
- **Kinderschutzzentrum und Familienberatungsstelle Oberes Murtal**
Anton Regner Straße 1, 8720 Knittelfeld
Ilma Moser
Tel: 0664 / 80 55 370
E-Mail: kisz@kinderfreunde-steiermark.at
- **Österreichische Kinderfreunde – Landesorganisation Steiermark**
Schlossergasse 4 / Tummelplatz, 8010 Graz
Tel: +43 316 / 82 55 12 -24
E-Mail: office@kinderfreunde-steiermark.at
- **Kinderschutzzentrum Südoststeiermark**
Schillerstraße 8, 8330 Feldbach
Marianne Rath-Knittelfelder
Tel: 0660 / 85 55 302
E-Mail: kisz-so@kinderfreunde-steiermark.at
- **RdK Steiermark GmbH**
8010 Graz, Merangasse 12
Tel.: 0316 / 83 16 90
E-mail: office@rdk-stmk.at

- **Psychosoziale Beratungsstellen in Graz, Hartberg und Leibnitz**
GFSG Gesellschaft zur Förderung seelischer Gesundheit GmbH
Web: <https://gfsg.at/gfsg/einrichtungen-alle/>
- **Kija Kinder- und Jugendanwaltschaft**
Mag.^a iur. Denise SCHIFFRER-BARAC
Paulustorgasse 4/III, 8010 Graz
Tel.: 0316/877-4921 (Kinder- und Jugendtelefon)
E-Mail: kija@stmk.gv.at
Web: www.kija.steiermark.at

Tirol

- **Kinderschutzzentrum Imst**
Bundesstraße 3 / Tiroler Straße 3 (Gottsteinareal), 6460 Imst
Tel: 05412 63 405
E-Mail: imst@kinderschutz-tirol.at
- **Kinderschutzzentrum Innsbruck**
Museumstrasse 11, 2. OG, 6020 Innsbruck
Tel: 0512 58 37 57
E-Mail: innsbruck@kinderschutz-tirol.at
- **Kinderschutzzentrum Lienz**
Tiroler Straße 23, Eingang West, 3. OG, 9900 Lienz
Tel: 04852 71 440
E-Mail: lienz@kinderschutz-tirol.at
- **Kinderschutzzentrum Reutte**
Thermenstraße 2A, 6600 Gemeinde Reutte
Tel: 05672 64510
E-Mail: reutte@kinderschutz-tirol.at
- **Kinderschutzzentrum Wörgl**
Bahnhofstraße 53, 3. OG, 6300 Wörgl
Tel: 05332 72 148
E-Mail: woergl@kinderschutz-tirol.at
- **Kinderfreunde Tirol**
Gramartstraße 7, 6020 Innsbruck
Tel: +43 512 / 58 03 20 – 0
E-Mail: info@kinderfreunde-tirol.at

- **Kija Kinder- und Jugendanwaltschaft**

Mag. Lukas TRENTINI

Meraner Straße 5, 6020 Innsbruck

Tel: [0512/508-3792](tel:0512/508-3792)

E-Mail: kija@tirol.gv.at

Web: <http://www.kija-tirol.at/>

Salzburg

- **Kinderschutzzentrum Salzburg**

Schillerstraße 25 - Stiege SÜD, 2. Stock, 5020 Salzburg

Tel: 0662/44 911

E-Mail: beratung@kinderschutzzentrum.at

- **Kinderschutzzentrum Salzburg - Außenstelle St. Johann/Pg.**

Hans-Kappacher-Straße 8 - 1. Stock, 5600 St. Johann/Pg.

E-Mail: beratung@kinderschutzzentrum.at

Telefonische Beratung und Termine: 06412/214 210

- **Kinderschutzzentrum Salzburg - Außenstelle Tamsweg.**

Postplatz 4, 5580 Tamsweg (im Sozialzentrum Lungau)

E-Mail: beratung@kinderschutzzentrum.at

Telefonische Beratung und Termine über die Zentrale in Salzburg: 0662/44 911

- **Kinderschutzzentrum Salzburg - Außenstelle Zell am See.**

Brucker Bundesstraße 39, 5700 Zell am See

E-Mail: beratung@kinderschutzzentrum.at

Telefonische Beratung und Termine: 06542/210 200

- **Kinderfreunde Salzburg**

Fürbergstraße 30/7, 5020 Salzburg

Tel: +43 662 / 45 54 88

E-Mail: office@sbg.kinderfreunde.at

- **Kija Kinder- und Jugendanwaltschaft**

Mag.^a Johanna FELLINGER

Fasaneriestraße 35, 1. Stock, 5020 Salzburg

Tel: [05/7599-729](tel:05/7599-729)

E-Mail: kija@salzburg.gv.at

Web: www.kija-sbg.at

Vorarlberg

- **Ifs Kinderschutz**
Marktplatz 3 (Eingang Winkelgasse), 6850 Dornbirn
Tel: +43 5 1755-505
E-Mail: kinderschutz@ifs.at
- **Kinderfreunde Vorarlberg**
St. Anna Straße 1/3, 6900 Bregenz
Tel: +43 664 / 91 204 46
E-Mail: kinderfreunde@kinderfreundevorarlberg.at
- **Kija Kinder- und Jugendanwaltschaft**
Mag. Christian NETZER MBA
Schießstätte 12, 6800 Feldkirch
Tel: 05522/84900
E-Mail: kija@vorarlberg.at
Web: <http://www.vorarlberg.kija.at/>

Wien

- **Ombudsstelle der Erzdiözese Wien**
Untere Viaduktgasse 53/2B, 1030 Wien
Tel: +43 1 319 66 45
E-Mail: ombudsstelle@edw.or.at
Web: www.erzdioezese-wien.at/ombudsstelle
- **Präventionsstelle – Stabsstelle für Missbrauchs- und Gewaltprävention, Kinder- und Jugendschutz der Erzdiözese Wien**
Stephansplatz 6/5/515, 1010 Wien
Tel: +43 664 51552 43
E-Mail: hinsehen@edw.or.at
Web: www.hinsehen.at
- **Selbstlaut – Gegen sexuelle Gewalt an Kindern und Jugendlichen**
Thaliastraße 2, 1160 Wien
Tel: +43 1 810 90 31
E-Mail: office@selbstlaut.org
Web: www.selbstlaut.org
- **samara – Verein zur Prävention von (sexualisierter) Gewalt**

Stutterheimstraße 16–18/2/24d, 1150 Wien

Tel: +43 660 / 55 999 06

E-Mail: office@praevention-samara.at

Web: www.praevention-samara.at & www.transkulturell-samara.at

- **Kriseninterventionszentrum Wien**

Lazarettgasse 14A, 1090 Wien

Tel: +43 1 406 95 95

- **Kinder- & Jugendanwaltschaft der Stadt Wien**

Modecenterstrasse 14, Block C, 4. OG., 1030 Wien

Tel: +43 1 70 77 000

E-Mail: post@jugendanwalt.wien.gv.at

Web: www.kija.at

- **aktion leben – Beratung zum Thema Sexualität und Schwangerschaft**

Diefenbachgasse 5/5, 1150 Wien

Tel: +43 1 512 52 21

E-Mail: info@aktionleben.at

Web: www.aktionleben.at

- **die möwe – Kinderschutzzentrum**

Börsegasse 9/1, 1010 Wien

Tel: +43 1 532 15 15

E-Mail: ksz-wien@die-moewe.at

Web: www.die-moewe.at

- **Kinderschutzzentrum Wien**

Mohsgasse 1/3.1, 1030 Wien

Tel: +43 1 526 18 20

E-Mail: office@kinderschutz-wien.at

Web: www.kinderschutz-wien.at

- **Beratungsstelle TAMAR**

Wexstraße 22/3/1, 1200 Wien

Tel: +43 1 334 04 37

E-Mail: beratungsstelle@tamar.at

Web: www.tamar.at

- **Beratungsstelle für sexuell missbrauchte Mädchen und junge Frauen**
 Ziegelofengasse 33/2 1050 Wien
 Tel: +43 1 587 10 89
 E-Mail: maedchenberatung@aon.at
 Web: www.maedchenberatung.at
- **Ninlil – Verein gegen sexuelle Gewalt an Frauen mit Lernschwierigkeiten und Mehrfachbehinderung**
 Hauffgasse 3–5/4. Stock, 1110 Wien
 Tel: +43 1 714 39 39
 E-Mail: office@ninlil.org
 Web: www.ninlil.at
- **Beratungsstelle für gewaltbereite Burschen – Verein Limes**
 Tivoligasse 25/14, 1120 Wien
 Tel: +43 1 810 51 55
 E-Mail: office@vereinlimes.at
 Web: www.vereinlimes.at
- **Beratungsstelle für gewaltbereite Frauen und Männer
Wiener Interventionsstelle gegen Gewalt in der Familie**
 Neubaugasse 1/3, 1070 Wien
 Tel: +43 1 585 32 88
 E-Mail: office@interventionsstelle-wien.at
 Web: www.interventionsstelle-wien.at
- **Kinderfreunde Wien**
 Albertgasse 23, 1080 Wien
 Tel: +43 1 40 125
 E-Mail: kind-und-co@wien.kinderfreunde.at
- **Österreichische Kinderfreunde - Bundesorganisation**
 Rauhensteingasse 5/5, 1010 Wien
 Tel: +43 1 512 12 98
 E-Mail: office@kinderfreunde.at